



## DEPARTMENT OF CORRECTIONS POLICIES AND PROCEDURES

Policy No.: DOC 1.4.3	Subject: <b>TRAINING STANDARDS, REQUIREMENTS, METHODS and RECORDS</b>
Chapter 1: ADMINISTRATION AND MANAGEMENT	Page 1 of 10
Section 4: Training and Staff Development	Revision Dates: July 17, 1997; Feb. 3, 1998
Signature: /s/ by Director Rick Day 2/3/98	Effective Date: Dec. 1, 1996

### I. POLICY:

It is the policy of the Montana Department of Corrections that all staff shall receive appropriate training in order to successfully perform their duties and responsibilities in the workplace. The Department will ensure that accurate documentation is maintained on all training that is successfully completed by Department employees.

### II. AUTHORITY:

53-1-203, MCA. Powers and Duties of the Department of Corrections  
DOC 1.1.1 Purpose, Mission and Management Philosophy

### III. DEFINITIONS:

**Training** includes formal classroom instruction; on-the-job training under the direction of an appointed employee; training meetings or conferences that include a formal agenda and instruction by a teacher, supervisor, or official; policy manual training; physical training, etc. Training programs will include requirements for completion, attendance recording, and a system for recognizing completions.

**Informal Training** includes independent study such as completion of assigned or approved reading material, and audio/video tapes. Independent study must have prior approval of the supervisor and be documented by the supervisor prior to entry into the training record.

**Basic Training** means Montana Law Enforcement Academy (MLEA) POST Certified basic training.

**Emergency** - Training provided to educate staff as to their roles and responsibilities in preventing, responding to, and resolving emergencies.

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**In-Service** - training for all staff to develop or maintain minimum competencies in necessary job skills and information areas.

**Orientation** - Training conducted prior to assuming position duties.

**Site-Specific Facility/Program Training** - means training related to issues such as policies, on-the-job training, procedural guidelines, post orders, etc.

**Special Training** - Additional training available through educational programs, workshops, etc.

**Correctional Officers/Drill Instructors/Direct Supervision Staff** provide direct supervision to the offenders in a facility.

**Support Staff** provide support services which do not typically include direct offender supervision.

**Part-time and Contracted Staff, Interns, and Volunteers**, for the purposes of this policy, are assigned less than 40 hours per week, or are contracted by the Department to provide a service.

**Probation/Parole Officers** supervise adult or juvenile offenders on Probation and/or Parole status, and/or adult inmate status.

**Standing Training Committee** formulates annual training plans and strategies for the Department. The committee consists of a representatives from each Department program/facility and the DOC Training Unit Staff.

#### **IV. PROCEDURES:**

##### **A. Training Categories**

1. Basic - Montana Law Enforcement Academy (MLEA) POST Certified basic training
2. Facility/Program - Training related to facility/program issues such as policies, on-the-job training, procedural guidelines, post orders, etc.
3. In-Service
4. Emergency
5. Orientation
6. Special.

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## **B. Staff Categories**

1. Correctional Officers/Direct Supervision Staff
2. Drill Instructors
3. Support Staff
4. Part-time and Contracted Staff, Interns, and Volunteers
5. Supervisors, Administrative, and Managerial Staff
6. Probation/Parole Officers
7. Health Services Personnel
8. Social Services Staff.

Training provided to Department staff may include classroom instruction and other recognized educational strategies. Credit may be given for verified prior training if approved by the Training Unit. The training programs will include established goals, objectives, and requirements for course completion. Employees will receive training consistent with the needs of their respective job classification and pertinent to their work. Where applicable, training programs will ensure that employees understand the importance of maintaining an awareness of victims in the course of doing their duties.

## **C. Training Methods**

The Training Unit and program/facility Standing Training Committee member(s) are responsible to plan and coordinate all training programs to conform with policy. The following training modalities may be utilized:

- C Department training packages and programs
- C Instructors and speakers from within the facility/program
- C Subject matter specialists and outside resources (i.e. public safety officers, fire marshals, colleges, universities, and federal/state/local agencies)
- C Audio-visual and interactive computer-generated programs
- C Centralized staff training facilities
- C Training programs offered by, or with, other agencies.

## **D. Mandatory Training Curricula**

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Training curricula will be determined by the program/facility administrator or designee, and/or the Standing Training Committee member, and the Training Unit.

Mandatory training curricula, at a minimum, should cover the following:

- C security procedures
- C supervision of offenders, including suicide precautions and signs of suicide risk
- C use of force (regulations and tactics)
- C report writing
- C policies and procedures
- C rights and responsibilities of offenders
- C fire, safety, and emergency procedures
- C firearms training (for all staff who will be assigned armed posts)
- C key and tool control
- C interpersonal relations
- C signs and symptoms of mental illness
- C social/cultural lifestyles of the offender population with which they will be working
- C communication skills
- C first aid, CPR, recognizing the need for emergency care/medical care, procedures for appropriate referral
- C use of chemical agents
- C blood/air borne pathogens and HIV-related information
- C hostage policy
- C emergency preparedness
- C victim=s issues and programs.

#### **E. Minimum Criteria**

Training will be coordinated by the program/facility administrator, designee, and/or Standing Training Committee member and the Training Unit.

Mandatory training criteria for the following categories are:

##### **1. Correctional Officers/Direct Supervision Staff**

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- a. Orientation - training for new staff, prior to assuming position duties (unless attending Basic prior to assuming position duties)
- b. Basic - 120 hours of MLEA/ POST Certified Basic Training prior to, or within, one year of a Department assignment
- c. Site Specific Training
- d. In-Service Training - 40 hours annually.

## **2. Correctional Training Center Drill Instructors**

- a. Drill Instructor Basic Training - 120 hours of POST Certified Drill Instructor Basic Training shall be received prior to, or within, one year of a Department assignment.
- b. Site Specific Orientation Training - training for new staff, prior to assuming position duties (unless attending Basic prior to assuming position duties)
- c. In-Service Training - should receive 40 hours annually.

## **3. Support Staff**

- a. Support Staff with Offender Contact - will receive a minimum of 40 hours of Orientation Training and 40 hours of Site Specific Facility/Program Training.
- b. Support Staff with No Offender Contact - Curricula should be determined by the program/facility and reviewed by the Training Unit.
- c. In-Service - 40 hours of In-Service Training should be provided annually to all support staff.

## **4. Part-time and Contracted Staff, Interns, and Volunteers**

Orientation Training for part-time and contracted staff, interns, and volunteers will be appropriate to their needs based upon prior experience, frequency of contact with offenders or other service recipients, and program responsibility, and should include, at a minimum, instruction in the following areas:

- C facility/program mission and philosophy
- C basic security procedures relating to offender accountability, tools, keys, and contraband
- C ethical conduct

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- C rules and discipline for offenders
- C specialty training similar to that available for full-time employees as outlined in this policy, but tailored to a reasonable expectation of goal accomplishment
- C hostage policy
- C emergency preparedness
- C victim-s issues and programs.

Note: Contracted personnel who hold full-time positions at a facility shall meet the training requirements for support staff.

- 5. Supervisors, Administrative, and Managerial Staff** should receive corrections specific basic supervisory training within their first year of supervisory duty. Annually thereafter supervisors, administrative and managerial staff should receive training specific to the following areas:

- C policies and procedures, general management and related subjects
- C labor law
- C employee/management relations
- C contemporary criminal justice issues
- C public relations
- C emergency procedures
- C leadership skills.

This training will be over and above basic training requirements.

**6. Probation/Parole Officers**

- a. Basic - MLEA Parole Officer Basic or MLEA Juvenile Probation/Parole Officer Fundamental Skill Training prior to or within one year of assignment to a position.
- b. In-service - Probation/Parole Officers must complete 40 hours of standard in-service training annually, of which 16 hours must be position specific.

- 7. Health Service Personnel** must complete 40 hours of in-service training annually. They shall also receive additional health specific continuing education programs

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totaling 12 hours annually. All Health Service personnel are required to complete this additional training. Suggested topics may include:

- C CPR
- C AIDS
- C Psychiatric Emergencies
- C Treatment Parameters of TB
- C Use of Medical Restraints
- C History and Physical Examinations
- C Suicide Prevention
- C Review of Policies and Procedures
- C Advanced Cardio Life Supports.

#### **8. Social Services Staff**

In addition to the basic training requirements, Social Services staff delivering such services shall receive and successfully complete additional position specific training which will require approval by the Clinical Director and/or the Facility Administrator.

#### **9. Computer Training**

Staff who are assigned or required to use a computer, and cannot demonstrate basic computer literacy relative to the computer hardware and software in their work areas, must receive familiarization training offered or scheduled by the Department at the earliest opportunity.

Additional and/or advanced training may be required based on job requirements. This training may be by video, self-paced instruction using books, computer-based training, and/or classroom instruction.

#### **10. Emergency Response Team Training**

This training will be determined by the Program/Facility Administrator, with the assistance of the Training Unit, and in accordance with the Emergency Preparedness policy (DOC 3.2.1).

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**11. Juvenile care staff should also receive additional training in the following areas:**

- C special needs of juveniles, social/cultural lifestyles of juveniles
- C Strategies for Juvenile Supervision (SJS)
- C Balanced Approach/Restorative Justice
- C theories of juvenile development
- C physical, mental, and sexual abuse
- C gang dynamics
- C problem-solving guidance
- C facility philosophy for handling troubled youth
- C rules and regulations for juveniles to follow
- C supervision of juveniles
- C interaction of elements within the juvenile justice system and the Youth Court Act
- C detecting and reporting child abuse
- C transportation of juveniles.

**F. Annual In-Service Training**

Annual In-Service Training will be coordinated by the Standing Training Committee member and the Training Unit, and will be scheduled to minimize disruption to facility operations. All program/facility staff should be required to participate in and complete a minimum of 40 hours of annual in-service training.

In-Service Training activity should be provided each year and may include, but is not limited to, the following subjects:

- C security procedures
- C accountability and supervision of offenders
- C use of force (regulations and tactics)
- C report writing
- C offender rules and regulations
- C rights and responsibilities of offenders
- C firearms training including use, safety, care, and constraints on use (all persons authorized to use firearms must demonstrate competency at least annually)
- C key and tool control

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- C interpersonal communications and relations
- C social/cultural lifestyles of offenders
- C communication skills
- C first aid CPR, recognizing the need for emergency care/medical care, procedures for appropriate referral
- C use of chemical agents and the treatment of offenders exposed to them
- C self-defense, and the use of force as a last resort
- C hostage policy
- C emergency procedures and preparedness
- C victim=s issues and programs.

#### **G. Emergency Medical Issues**

All health care providers and correctional officers/direct supervision staff will receive initial basic and annual in-service training on emergency medical issues. All correctional personnel will be CPR certified. Basic and annual in-service training will encompass the following areas:

- C administration of first aid
- C recognizing the need for emergency care
- C recognizing acute manifestations (e.g. seizures and intoxication and withdrawal)
- C recognizing chronic mental illness
- C procedures for appropriate referral
- C precautions and procedures with respect to infectious and communicable diseases (e.g., universal precautions) and
- C cardiopulmonary resuscitation.

#### **H. Emergency Preparedness Training**

As part of its basic, orientation, facility/program, and in-service training programs, the Department shall provide a level of training that will enable employees to perform effectively during emergencies. See Emergency Preparedness, DOC 3.2.1.

#### **I. Training Records**

Staff training records will be kept by the Training Unit in a secure file cabinet and/or on a computerized data base system using an appropriate accountability system. An individual

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training record will be established for each employee which includes the following minimum information:

- C employee's name
- C assignment category (i.e., correctional officer, drill instructor, support staff, part-time and contracted staff, interns and volunteers, supervisors, administrators, managerial and probation/parole officers).
- C entry of duty date
- C number of annual training hours required
- C an up-to-date, chronological list of training successfully completed by the employee.

All training completed by Department staff will be reported to the Training Unit for filing and entry into the data base system. Submitted records will include the following:

- C name of staff member attending
- C number of hours of training
- C name of trainer conducting training
- C lesson plan outline/workshop agenda (if applicable).

Training records shall be updated at least monthly by the Training Unit. Employees may review their training record at any time. Access to training records by other individuals shall be limited to staff who have a legitimate need to access another employee's training records.

## **V. CLOSING:**

Questions concerning this policy shall be directed to the Training and Staff Development Unit of the Professional Services Division.